

**State of Rhode Island and Providence Plantations
INFORMATION RESOURCES MANAGEMENT BOARD
Meeting Report**

Date/Place: July 25, 2002/Department of Administration Building, Providence, Rhode Island

Members/Representatives Present: Howard Boksenbaum, OLIS (Acting Chair); Ellen Alexander, DOC; William Ferland, OHE; Michael Hogan, RI House Policy; Janet Levesque, RILOCAT; Thomas Mullaney, DOA—Budget Office; Marvin Perry, DLT; Don Wolfe, Member-at-Large

Members/Representatives Absent: Daniel DaPonte, RI Senate; Edward Giroux, Secretary of State's Office; Nicholas Leporacci, MHRH; Dexter Merry, Public Telecommunications Authority; Joseph Pangborn, DOE; Raymond McKay, City of Warwick; James R. Monti, Jr., West Warwick School District; Bruce Reirden, Care New England; Joan Ress Reeves, Library Board of RI; Christopher Wessells, URI

Other Attendees: Carol Ciotola (recording secretary), OLIS; Thomas Longest, EDS

Chair's Report: Mr. Boksenbaum reported that: (1) The state's budgetary situation is not quite settled for IT for the coming year. OLIS is hard-pressed. In the last round of budget cuts, the Governor was required to reduce the budget by 27.5 percent. As a result, the Chief Information Officer's budget was not funded for the coming year. Subscriptions were also eliminated, which means that OLIS will not be connected to Gartner, a company that provides access to an entire range of research materials—a very useful service, resulting in a \$30,000 savings. He explained that agencies served by OLIS for IT services are charged via a rotary fund. Agencies are required to reduce operating budgets by 5 percent. OLIS has heard from some agencies that do not plan to reduce their IT expenditures. Other agencies must reduce their IT expenditures; however, and he and Joseph Mooney, OLIS, will negotiate with them to determine how to accommodate the cuts. He noted that the Department of Administration lost \$190,000 from the Office of Accounts and Control—RI-SAIL account; it's been reduced to \$550,000. This project is the only state enterprise-wide application development project undertaken in the last 10 years, and the cuts have further endangered this already at-risk project.

Update: Annual Report/Five-Year Plan—Mr. Wolfe distributed and reviewed a draft that he prepared of the "Fifth Annual Progress Report to Governor Lincoln Almond and the Rhode Island General Assembly." During his review, the following were discussed:

- Mr. Wolfe asked for suggested language for the section on RI-SAIL. Mr. Mullaney referred to a "first monthly report" prepared by the State Controller that provides an update to the Legislature about RI-SAIL from its beginning to the present as a good source of information for which language could be drawn. He provided Mr. Wolfe with a copy.
- With respect to goals, Mr. Wolfe suggested convening the Planning Committee to expand on his suggested goals.
- He believed that, at minimum, the current task list should be updated. Mr. Boksenbaum volunteered to do this for presentation at the Board's next meeting. Mr. Wolfe felt that this task list actually should not be the business of the Board; IT staff should be using this as their tactical plan.
- The strategy plan needs to be reworked. This Board should be more concerned about giving good advice to the Chief Information Officer and to the State, and it needs to find a way to make more of an impact on what is occurring. There is the need for central oversight with respect to interdepartmental communications. Mr. Boksenbaum suggested that the Board develop the ability to conduct environmental scans to predict what is on the horizon with respect to technology. Information technology, and to an extent information management, exists to serve the business of state government. Planning at the business level would lead to planning at the IT level. Looking at environmental factors could force that to happen. He then cited another issue that also needs to be addressed. Much of the state's corporate knowledge in the IT area will be leaving OLIS and other departments over the next several years. Mr. Perry said that the next Governor will need to determine

what services would be conducted, but noted that it is difficult to predict that in a plan. In the past efforts were made to reduce the size of state government, but it was done without planning. Attrition is not the approach to take, because people are lost in the wrong places. Mr. Wolfe agreed that environmental scans could prove beneficial but felt that this Board that meets once a month would not be able to effectively handle environmental scans. Staff would be needed to conduct environmental scans that could then be presented to the Board for review and comment.

Mr. Wolfe will send this draft to the membership via e-mail for their review, with a request for feedback. He also posed the question: What needs to be added?

Portal Review Committee Report—Mr. Boksenbaum reported that: (1) RI.gov had been awarded first place in the MIT Accenture Digital Government awards for its innovative payment engine that allows users to pay for boat license renewals. This payment engine will also be used for payment of vehicle registration renewals, a service that is expected to go on line in August. This project is in the beta testing stage. Credit card fees had previously been approved by the Board. Ms. Gott has been in touch with the Governor's Office to arrange for a press opportunity. With respect to this service, Mr. Boksenbaum stressed the importance of city/town participation. If a user has not paid his/her registration, then the process will stop until payment is made. Unfortunately, payment cannot be made to cities and towns on line; and as yet, municipalities are not involved. Ms. Gott plans to focus marketing efforts in this direction, but no schedule has been established yet. NIC presented a strategic planning guide for local officials regarding e-Government to the Portal Review Committee (PRC) several months ago. At the PRC's July meeting, distribution of this booklet to municipalities was discussed. Mr. Boksenbaum and Ms. Levesque agreed to meet on this matter. (2) New Web standards have been drafted and will be presented at the Board's next meeting for review and approval. The only other standards promulgated to date by the Board were accessibility standards. The Web standards include new templates that agencies can use to create new pages, which will insure that navigation will be the same from page to page. These standards also reflect the standards of the World Wide Web Consortium Web Accessibility Initiative. He asked members to share with municipalities and state agencies that RI.gov is available to meet with them to explain what free Web design services could be provided. Although RI.gov does not build Web pages for state agencies, it offers good tools and systems in this regard. (3) Development began on the Division of Taxation's Sales and Withholdings Tax Filings. NEI awaits the signing of the Sub-agreement, and this Board would need to approve the convenience fee. This is a payment scheme that has been developed via electronic funds transfer payments. Users would complete a form, key in an ID number, and money would be taken from users' accounts and placed in a state account. (4) New services soon to be available include: an e-book store that will sell code books prepared by the Contractors Registration Board, and Division of Taxation's collection of business-type taxes using electronic financial transfers. (5) Ms. Gott met with auto dealers to initiate on line registration by the dealership for new car buyers.

- Regarding the e-store, Ms. Levesque asked if souvenirs would also be sold on line. Mr. Boksenbaum explained that while this Web application is being built to include materials from other state agencies, RI.gov is beginning with the code books to see how it works out before branching out to others.

Next Meeting—Thursday, August 29, 2002, DOA—Conference Room "B" (2d floor).